

## **Warranty or Repair within the United States**

Once you have completed registration, you may send your warranty items to our Corporation and we will repair or replace them in accordance Limited Warranty.

### **Our address is:**

Koss Corporation

Attn: Warranty Return

4129 N. Port Washington Avenue

Milwaukee, WI 53212

*You may also visit our Milwaukee location if you are from the area.*

### **Include:**

\$9.00 for the return shipping and handling per stereophone (money order, cashier's check, or personal check: payable to Koss Stereophones), a note describing the failure, as well as your contact information: name, return shipping address, phone number and email.

We recommend that you ship your items to Koss so your shipment is trackable. Please keep your tracking information on file. We will ship out warranty replacements within 72 hours of the product being processed via standard US mail or via UPS. Please allow 10-14 days for shipment delivery.

If you would like to check the status of your warranty, please call Koss Consumer Sales at 1-800-USA-KOSS.

## **Koss Electronics Warranty or Repair**

Koss Electronics is a separate company from Koss Stereophones.

At Koss Stereophones, we exclusively manufacture stereo headphones and headphone accessories.

Koss Electronics is no longer in existence.

We understand that as a consumer this is a difficult situation, and because there may be confusion we are willing to help direct you in any way we can. Please feel free to contact us with any additional questions.

## **Koss Limited Lifetime Warranty**

This Koss product has a Limited Lifetime Warranty which covers normal use by the initial user or purchaser of this particular Koss product. Koss hereby warrants only to the initial user or purchaser that this Koss product will be free of any defect in materials and workmanship for the life of the product. This warranty does not apply to any INITIAL USER OR purchaser who allows this product to be used by multiple PERSONS. This warranty is the sole and exclusive warranty for this Koss product and is in lieu of all other warranties (express or implied), including any warranty of merchantability or fitness for a particular purpose. The sole and

exclusive remedies available to the initial user OR PURCHASER for any defects in materials or workmanship shall be the obligation of Koss, at its sole option, to either refund the purchase price of the Koss product, or repair or replace the non-functioning or defective Koss product provided it is returned to Koss in secure packaging together with a check for \$9.00 (\$10.00 Canadian) to our factory at 4129 N. Port Washington Ave, Milwaukee, WI 53212. If purchased outside the U.S. contact the local Koss Authorized Dealer for details. Koss reserves the right to replace any discontinued product with one of equal value. Koss shall not be liable for any loss, injury or damages to persons or property resulting from the use of this product or any failure of or defect in this product, nor shall Koss be liable to the initial user of this product or to any other person or entity for any general, special, direct, indirect, incidental, consequential, exemplary, punitive, or OTHER DAMAGES of any kind or nature whatsoever. The repair or replacement of any non-functioning or defective product or the refund of the purchase price, at Koss' option, shall constitute Koss' only liability to the initial user or purchaser, whether such liability is based on contract, tort, strict liability or otherwise. Some states may not allow the exclusion or limitation of damages set forth herein in which case the above language may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights which may vary among states or provinces. If usage of this Koss product violates the guidelines of this limited warranty, Koss will repair the product and charge the purchaser for the cost of company time and materials.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.